



## Appendix F: Issues and Suggestions Spreadsheets

<b>MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS</b> Mad Dog Data Quality Issues and Suggestions identified by Data Framework during As Is Documentation This is the final version containing all issues identified prior to refining to Report and Analysis Spreadsheet					
Issue Description	Channel / Business Process Affected	Affected Systems	Mad Dog Participant Category	Recommendation	Affected Entity - Person, Aid, School, Financial Partner
CPS to NSLDS: Student Demographic Data Exchange: Following each computing cycle, CPS will extract data from the database (File RD-1499) of processing information for all transactions processed since the last transmission and send it to NSLDS. NSLDS provides this information to ED users and auditors. This feed will stop in 01/04. THIS SHOULD NOT OCCUR.	ELIGIBILITY	CPS / NSLDS	Application		Person
PEPS to CPS:PEPS sent 1 time the Eligibility and Abbreviated Applicant File for Pell Grant information and the file was unable to be processed. CPS now gets the information from COD.	ELIGIBILITY	PEPS / CPS	Delivery and Institution Participation		Person
DLSS to FMS: DLSS sends a list of accounts payable information. FMS does not send an error file back so DLSS never knows if a payment went through or not.	SERVICING / Repayment	DLSS / FMS	Servicing		Person / Aid
DLSS currently sends DMCS a list of new direct defaulted loans on diskette (a spreadsheet) and a separate tape of images (Photos) for these files. There is currently no way to reconcile these two files.	REPAYMENT / COLLECTIONS	DLSS / DMCS	Servicing		Person
In the Consolidation meeting it was questioned how Lenders who are not set up for electronic deposits get payments. Allen Producers seemed to think there are third party check writers.	SERVICING/ Consolidation	DLCS	Servicing		Financial Partner / Person
We do not capture any information Foreign Schools and how any processing is different.	All Processes	PEPS	Delivery and Institution Participation	All eligible schools are in PEPS, it may be that there are not enough fields for pertinent foreign school information. CMO (Geneva Combs) should contribute to the issue description	School
There are a number of imaging systems. This information needs to be captured in some form and consolidation/combination of these imaging services should be researched.	All Processes				Aid
CPS to NSLDS: Student Demographic Data Exchange: Following each computing cycle, CPS will extract data from the database (File RD-1499) of processing information for all transactions processed since the last transmission and send it to NSLDS. NSLDS provides this information to ED users and auditors. This feed will stop in 01/04. THIS SHOULD NOT OCCUR.	ELIGIBILITY	CPS / NSLDS	Application		Person



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DLSS to FMS: DLSS sends a list of accounts payable information. FMS does not send an error file back so DLSS never knows if a payment went through or not.	SERVICING / Repayment	DLSS / FMS	Servicing		Person / Aid
DLSS currently sends DMCS a list of new direct defaulted loans on diskette (a spreadsheet) and a separate tape of images (Pnotes) for these files. There is currently no way to reconcile these two files.	REPAYMENT / COLLECTIONS	DLSS / DMCS	Servicing		Person
In the Consolidation meeting it was questioned how Lenders who are not set up for electronic deposits get payments. Allen Producers seemed to think there are third party check writers.	SERVICING/ Consolidation	DLCS	Servicing		Financial Partner / Person
We do not capture any information Foreign Schools and how any processing is different.	All Processes	PEPS	Delivery and Institution Participation	All eligible schools are in PEPS, it may be that there are not enough fields for pertinent foreign school information. CMO (Geneva Combs) should contribute to the issue description	School
There are a number of imaging systems. This information needs to be captured in some form and consolidation/combination of these imaging services should be researched.	All Processes				Aid
There is no SSN check for Plus Borrowers.	APPLICATION / Eligibility	COD	Delivery and Institution Participation		Person



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There are a number of systems that perform credit checks. This information needs to be captured in some form and a consolidated/combined approach to these credit check services should be researched.	DELIVERY	COD	Delivery		Person
GAPS has the possibility of being out of sync with FMS and other systems' school data. Need to research how GAPS updates the school info and what issues FMS sees (DUNS number included).	All Processes	PEPS / FMS / GAPS / eCB / COD	Delivery		
NSLDS uses first come first serve basis when setting student/borrower identifiers. So even if an external lender submits incorrect information, it is considered by NSLDS has the key and as such, valid FSA information will error out when sent to FMS because it does not match the incorrect data. Also because of this issue, when COD gets an error file from NSLDS it is used sometimes but other times it is ignored	All Processes	NSLDS	Delivery and Institution Participation		Person
FISL Loans held at Sallie Mae are not currently reported to NSLDS	All Processes	NSLDS	Delivery and Institution Participation		School / Financial Partner
Leroy Everett raised the issue of redundancies between the data in CMDM and the data in DLDM.	SERVICING / Repayment	CMDM, DLDM	Servicing		Person / Aid
CPS does not do any "Prisoner Checks" during the eligibility business process. At one point there was an interface between CPS and DoJ, but there were issues with the quality of data CPS received from DoJ. Currently, it is up to the schools to deny these applicants.	APPLICATION / Eligibility	CPS	Research and Policy		Person



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We may want to find out who is contacted (via letter) when a school loses its eligibility. Patti Patterson was suggested as a possible point of contact.	INSTITUTION PARTICIPATION / Oversight	PEPS	Institution Participation	This is being handled in eCMO	School
It is possible that a school will get assigned a temporary serial number to access eCB before their eligibility is determined from PEPS. The Participant Management process will use this temporary number until the school is issued an official OPE ID. Rich Bennet was listed as a possible follow up person.	INSTITUTION PARTICIPATION/ Application	eCB, PEPS	Delivery and Institution Participation		School
Timing Issue: a school that has not gotten acceptance get a temporary serial number. FMS needs to know about this before PEPS says they are eligible. (Jeff Baker and Keith Wilson need to follow up about this issue).	INSTITUTION PARTICIPATION/ Application	eCB, PEPS	Delivery and Institution Participation		School
Why does DLCS get the Daily School File?	SERVICING/ Consolidation	PEPS, DLCS	Servicing		Aid
Why does EDCAPS get the weekly school file.	INSTITUTION PARTICIPATION / Oversight	PEPS / EDCAPS	Research and Policy		School
Why is the interface from EZ Audit to PEPS a database link? The EZ Audit / PEPS interface is a trigger based flow. So why two different transport mechanism?	INSTITUTION PARTICIPATION / Oversight	EZ Audit / PEPS			School
The information fed into FPDM by NSLDS and FMS are often out of sync. They provide snapshots of the same data at different points in time. There is no reconciliation.	INSTITUTION PARTICIPATION / Oversight	NSLDS / FPDM / FMS	Delivery and Institution Participation		Financial Partner
There is a theoretical period of elapsed time between an update to a schools eligibility status (for Title IV eligibility indicators and DL indicators) and other participation information, and when a lender, guarantor or state agency may read the PEPS Weekly School File	INSTITUTION PARTICIPATION / Oversight	PEPS	Delivery and Institution Participation		School



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There are different types of State Agencies that access PEPS and the PEPS Weekly School File. There does not seem to be much known about the agencies, their application process, and their functions. We need to understand in more detail how many different agencies we are sending data to? Is this something that we could use SAIG for? Jeanne Saunders and Jane Holman are possible contacts for detail.	INSTITUTION PARTICIPATION / Partner Application and Oversight	PEPS / FMS / GAPS /	Research and Policy	State Agencies access PEPS as a function of the LEAP/SLEAP programs. There are 56 of these entities, some of which are also state guaranty agencies. Each year, these agencies apply to participate and provide demographic information. PEPS does <b>not</b> maintain information on state agencies. This information is manually keyed into FMS, then manually entered into GAPS.	Financial Partner
COD only reads Change Records from the PEPS Daily School File. According to Jay R Long, when FSA staff (PEPS staff in Title IV Operations) make school updates, PEPS does not flag the school record with a "changed" status.	INSTITUTION PARTICIPATION / Oversight	PEPS / COD	Delivery and Institution Participation		School



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We received conflicting information regarding the source of school data in CPS. We have been told that CPS receives the Daily School File but doesn't use it. We have been told that CPS does read the school file (beginning 3/4/03), and we have also been told that CPS receives its school data from RFMS (legacy Pell system)	INSTITUTION PARTICIPATION / Oversight	CPS / PEPS / RFMS	Application / Delivery and Institution Eligibility	CPS receives the school universal file from RFMS. The issue is at this point is that RFMS is going to be retired by August 2003. PEPS sends the school file to CPS but CPS had a problem loading the information. CPS needs to fix this issue. Jeffrey R. Stephens (COD Test Lead) writes on 05/13/2003:  3 - - The interface that seems to be in question is the Universe (school) file interface. This interface was previously planned back in the COD blueprint days and high level design. For various reasons that I'm not fully aware, it was decided to not provide that interface with CPS and have PEPS continue providing CPS this school related data. (not currently a COD interface).	School
There is currently no formal way for Guaranty Agencies to apply for eligibility to participate.	INSTITUTION PARTICIPATION / Partner Application and Oversight	PEPS / FMS	Delivery and Institution Participation		Financial Partner
TIAA Feed Issue: Why does a teachers insurance and retirement annuity organization get a feed from PEPS?	INSTITUTION PARTICIPATION	PEPS	Research and Policy		School / Financial Partner
AMF for GA's: The Account Maintenance Fees for GA's is forecasted. If the actual AMF is higher than the projected than FSA tells the GAs to pay themselves out of the Federal Fund for GAs. We do not have any information regarding how these transactions are reconciled or monitored.	INSTITUTION PARTICIPATION / Partner Application and Oversight	FMS	Delivery and Institution Eligibility		Financial Partner
School data and lender data (demographic information about the institutions) in DMCS is static. The DMCS system got an update of the school demographic information more than 3 years ago and has not gotten updates since. DMCS needs to receive a feed from PEPS.	SERVICING / Collections	DMCS / PEPS	Servicing		School / Financial Partner



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Address information is not consistently updated across the enterprise, especially as the borrower progresses through the lifecycle, previous systems are not updated to reflect accurate address information.	APPLICATION / SERVICING	CPS (including FOTW), COD, FMS, NSLDS	Application / Delivery / Servicing		Person
Why are updates submitted to the PIN site not propagated to the rest of FSA's systems?			Application		Person
The contact information in NSLDS is not complete enough to be reliable			Institution Eligibility		Person
The FFEL data collected by NSLDS through the GA submitters is not collected at a consistent time interval to enable quality analytics. For example, data is collected from multiple GAs at varying times of the month, with varying financial close dates - this makes the picture of FFEL data inconsistent and hard to analyze.	SERVICING	Researchers, OMB, GAO, CFO	Institution Eligibility		Financial Partner
GA Collections information is not accurate and should be	SERVICING	Researchers, OMB, GAO, CFO	Institution Eligibility / Servicing		Financial Partner
COD has identified an issue w/ schools obtaining multiple RID's due to change of affiliations.	INSTITUTION PARTICIPATION / Oversight	PEPS / COD	Delivery and Institution Eligibility		School
There are issues regarding school identifier mismatches regarding reporting from COD to FMSS / GAPS that result in manual data entry into those systems - resulting in audit trail and integrity issues	INSTITUTION PARTICIPATION / Oversight	ED / FMS / COD / Schools	Delivery and Institution Eligibility		School
The error file between COD and NSLDS (really anything and NSLDS) as it relates to student identifiers is full of "good data" that cannot be loaded into NSLDS due to identifier conflicts that are applying a First In Wins approach - this needs to be fixed	Aid	COD / Schools / NSLDS	Delivery and Institution Eligibility		Person / Aid
Results of the COD disbursements are not being propagated back to CPS for use in the verification and selection process	Application	CPS / COD	Delivery and Institution Eligibility		Aid



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Final results of disbursements (Pell Grant File) are not flowing well into the compilation of data used by analysts within FSA and ED to plan and budget for the following year's award cycle. This data needs to be "married-up" better with CPS data to serve this purpose		CPS / COD / ED Analysis	Delivery and Institution Eligibility		Aid
There is no current way to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to that student	All Processes	All	All		Person
The school identifier in eCB is not the same, or even associated with an OPEID within PEPS nor is it aligned with FMS for use in \$ disbursements	INSTITUTION PARTICIPATION / Oversight	eCB / PEPS / FMS	Delivery		School
CPS does not do a SSA match for persons passing from DLSS or Participation Management to receive a PIN.	PARTICIPATION/ Oversight SERVICING/ Repayment	CPS / PIN	Application / Servicing		Person / Aid
It is possible for an FAA to make changes to an applicant's EFC calculation due to extenuating circumstances that cannot be communicated on the FAFSA (e.g. high medical bills or other expenses). Professional Judgment changes are made at the school, but are not reported to CPS.	APPLICATION/ Eligibility	CPS	Application		Aid / School
The PIN system receives only limited demographic data updates. If an applicants information is updated in CPS, the changes sent to PIN, but if updates occur elsewhere, PIN is not informed. (Related to # 43)	All Processes	PIN			Person
Why does CDDTS request borrower income information from the borrower, while DLSS requests similar information from the IRS?	SERVICING / Repayment	CDDTS / DLSS	Servicing		Person





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Final results of disbursements (Pell Grant File) are not flowing well into the compilation of data used by analysts within FSA and ED to plan and budget for the following year's award cycle. This data needs to be "married-up" better with CPS data to serve this purpose	CPS / COD / ED Analysis	Jeanne Saunders, Paul Hill	Aid	RFMS and GAPS don't match but consensus is that it is usually a timing issue and discrepancies are almost always reconciled. Perhaps a more significant issue is between GAPS and FMSS. Another consideration is that COD is having trouble providing information that CPS is used to getting so it may not be an issue of data quality as much as bumps in implementation of COD (from RFMS)
There is no common Loan ID. Needs to be able to tie to school (RID) and person (CSID).	All	David Marker	Aid	NCHelp effort underway has industry wide implications
There is no history of outstanding principle balance for records held in NSLDS. This value would be very useful for research and reporting purposes.	NSLDS		Aid	
There is no way to "marry" FFEL loan data to DL loan data based on committed amount through a single system.	NSLDS		Aid	
There continues to be concern around the quality of data, specifically older data stored in DMCS.	DMCS		Aid	
DLSS sends a list of accounts payable information to FMS, however there is no error file returned to DLSS indicating whether the payment was processed successfully or errored out.	DLSS / FMS	Terry Helwig	Aid	
Information about loans held by GAs for collections (defaulted, but not assigned) is being reported at a high level of accuracy.	Researchers, OMB, GAO, CFO	Linda Paulsen	Aid	
The Application Process (CPS) would like to receive disbursements updates (COD) as soon as possible (real time desired) for use in the verification and selection process	CPS / COD	Jeanne Saunders	Aid	



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Final results of disbursements (Pell Grant File) are not flowing well into the compilation of data used by analysts within FSA and ED to plan and budget for the following year's award cycle. This data needs to be "married-up" better with CPS data to serve this purpose	CPS / COD / ED Analysis	Jeanne Saunders, Paul Hill	Aid	RFMS and GAPS don't match but consensus is that it is usually a timing issue and discrepancies are almost always reconciled. Perhaps a more significant issue is between GAPS and FMSS. Another consideration is that COD is having trouble providing information that CPS is used to getting so it may not be an issue of data quality as much as bumps in implementation of COD (from RFMS)
It is possible for an FAA to make changes to an applicant's EFC calculation due to extenuating circumstances that cannot be communicated on the FAFSA (e.g. high medical bills or other expenses). Professional Judgment changes are made at the school, but are not reported to CPS. Do these need to be captured?	CPS	Heather Burrs	Aid	
Students are not able to view their loan commonly in all systems. There is a need for an enterprise way to identify a loan across systems.	All	David Marker	Aid	
Guaranty Agencies transfer all defaulted FFEL loans (loan id, balance, payments made, adjustments, person demographic information, etc) to DMCS in an ad hoc fashion. A list of approved or rejected new debts is then sent from DMCS back to the GA. This process is different for each GA, resulting in varying levels of quality and completeness for this data.	DMCS	Terry Helwig	Aid	
DLCS is the only FSA system that keeps track of HEAL loans. DMCS treats these HEAL loans as un-subsidized FFEL loans. Should HEAL have its own loan type within FSA systems? Should there be others in addition to the existing loan types?	DLCS	Terry Helwig	Aid	
Rehabilitated loans, held by Sallie Mae as FISL Loans, are not currently being reported to NSLDS.	NSLDS	Heather Burrs	Aid	ACTION ITEM TO VALERIE SHERRER - What is the scope of this problem - are there a lot of accounts?  Currently working on a process with DMCS to send rehabbed loans back to GA instead of directly to SLMA where they become FISL loans that aren't reported



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Are there any quality issues that stand in the way of completing / compiling the executive dashboard metrics?		Nate Brown	All	
The common Ids to outside sources (outside FSA) for cross program comparisons	All		All	
There is no enterprise way to identify a Trading Partner institution (School, Lender, Servicer, GA, etc.) so that data from multiple stores within FSA can be aggregated for viewing or research.			Financial Partner	Some examples of the need for this are: - COD has identified an issue w/ schools obtaining multiple RID's due to change of affiliations. - Temporary, merged or closed school ids (eCB, FMS) - Main and branch campus ids - Reporting school vs attending school ids - Another source of conflict comes from lender assigned ids for borrowers or loans or vs guarantor assigned ids for the same entity at a different time or point in the lifecycle - FSA/PIN/NSLDS assigned id for same entity - Merged OPEIDs (SAIG)  This also has an impact on the theory of using DUNS number as a universal identifier. However, DUNS also has inconsistencies and quality issues (Brown University has > 20)
The FFEL data reported to NSLDS through the GA submitters is not reported at a consistent time interval to enable quality analytics. For example, data comes from multiple GAs at varying times of the month, with varying financial close dates - this makes the picture of FFEL data inconsistent and hard to analyze.	Researchers, OMB, GAO, CFO	Linda Paulsen	Financial Partner	



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The information fed into FPDM by NSLDS and FMS are often out of sync. They provide snapshots of the same data at different points in time. There is no reconciliation. In addition, if information is in sync it is outdated. This has an impact on the usefulness of the FPDM in program reviews	NSLDS / FPDM / FMS	Heather Burrs	Financial Partner	Most of the discrepancies are caused by Forms 2000 volume reported by lenders. As a result fewer people are using the FP Data Mart. It is easier to go directly to the original data base to get necessary information (LAP/LARS, Forms 2000) than to go to NSLDS for same information processed differently. Data mart quality issue is a matter of what Data Mart does with the information when they receive it and what NSLDS does with the information when they receive it. Because of this it is possible to get different information from each source. Another main issue is the time it takes NSLDS to update FFEL information. Resolution must consider a schedule to query information. A question came up as to why the guarantor schedule for reporting seemed to be randomly spread out monthly at different times of the month and quarterly. Answer was that the sheer volume of the information and the time it takes to load requires the spacing in scheduling. This also brought up a new issue on next row
AMF for GA's: The Account Maintenance Fees for GA's is forecasted. If the actual AMF is higher than the projected then FSA informs the GAs to pay themselves out of the Federal Fund for GAs. We do not have any information regarding how these transactions are reconciled or monitored.	FMS	Terry Helwig	Financial Partner	
Lender data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the lender demographic information more than 3 years ago and has not gotten updates since.	DMCS / PEPS	David Marker	Financial Partner	



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Currently, CPS does not do any "Incarceration" checks during the eligibility business process. There used to be an interface with DOJ, but it is no longer in use.	CPS	Heather Burrs	Person	Scope is small amount of accounts +/- 8800. In addition, there are valid reasons why an inmate might apply for loans, but they should not receive until attending.  While this is a school compliance issue, and should be up to the schools to verify, it was suggested that FSA follow the current best practice and do a cross check with some agency or database. It was noted, that in the past and in other industry areas, more accounts have been found than were expected. (Borrowers with prison addresses)
Address information is not consistently updated across the enterprise, especially as the borrower progresses through the lifecycle, previous systems are not updated to reflect accurate address information.	CPS (including FOTW), COD, FMS, NSLDS		Person	It was agreed that there should be one place for current address with access to this information across the enterprise and that there was no better information than the most recently provided as current information. This relates to information collected through PIN updates as well as sheer volume of discrepancies NSLDS can't manage. Accurate information is not only for location purposes but also for report analysis used for forecasting geographically by region, congressional district, etc
There is no current way to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to that student	All	Jeanne Saunders	Person	Data quality effects ability to do comparative studies at the student level. No real way to marry other forms of AID ( Title III, Trio, Upwardbound) to FSA aid to make program evaluations.
FSA definition of total income and average gross income does not match with IRS. This will result in difficulty implementing potential matches between FSA and IRS.	CPS		Person	
The accuracy and consistency of the Graduation Date and status information is not good. If improved, these fields could be used for metrics and research indicating "success" of the loan programs mission.	NSLDS		Person	



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The data interface from CPS to NSLDS (File RD-1499) that contains Student Demographic Information for all transactions processed during the current computing cycle (all since the previous feed) will no longer be exchanged as of 01/04. This information is currently used by ED users through NSLDS.	CPS / NSLDS	Terry Helwig	Person	
DLSS sends DMCS the list of new defaulted direct loans via diskette (a spreadsheet) and a separate tape of images (Pnotes) for these files. There is currently no way to reconcile these two files.	DLSS / DMCS	Terry Helwig	Person	
There is currently no SSN check for Plus Borrowers. This can result in the lending of Title IV funds to an ineligible borrower.	COD	David Marker	Person	
There are a number of systems that perform credit checks. If this information were captured and available to the enterprise would it be useful?	COD	David Marker	Person	
CPS does not do a SSA match for persons passing from DLSS or Participation Management to receive a PIN.	CPS / PIN	David Marker	Person	
Borrower income information is used by multiple systems throughout the enterprise (e.g., CDDTS, DLSS, CPS, etc.) but it is solicited from different parties for each (e.g. Borrower, IRS). Can these be aligned, what are the needs?	CDDTS / DLSS	David Marker	Person	



**MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS**  
Data Quality Issues identified to have specific effect on the ability to do and rely upon reports and other analytics.

Issue Description	Affected Systems	Issue Opened By	Affected Entity - Person, Aid, School, Financial Partner	Comments from 6/10 Meeting
Final results of disbursements (Pell Grant File) are not flowing well into the compilation of data used by analysts within FSA and ED to plan and budget for the following year's award cycle. This data needs to be "married-up" better with CPS data to serve this purpose	CPS / COD / ED Analysis	Jeanne Saunders, Paul Hill	Aid	RFMS and GAPS don't match but consensus is that it is usually a timing issue and discrepancies are almost always reconciled. Perhaps a more significant issue is between GAPS and FMSS. Another consideration is that COD is having trouble providing information that CPS is used to getting so it may not be an issue of data quality as much as bumps in implementation of COD (from RFMS)
Records submitted to NSLDS with incorrect identifiers can result in the creation of an invalid student/borrower. This "first come first serve basis" affects the ease of downstream systems to update the record with the correct identifiers.	NSLDS	David Marker	Person	Per NSLDS conflicts like this have been reduced and there is more matching data provider community. Further, there is a method in place to rectify these discrepancies, it is not a simple task.  Question - Is this a process issue or a system issue  The highest incidence of this issue is with DMCS updates - these issues might be caused by process (timing) issue and not a system issue  One solution would be to identify the various touch points across the system and establish a process
It is possible to sign up for SAIG access (batch included) with dummy-id values.	NSLDS, SAIG	Terry Helwig	School	This is an access issue for schools ( usually stop when sanctioned) and lenders ( worse offenders)
CPS receives School Demographic and Pell Eligibility information from RFMS. This will cease once RFMS is retired this Fall. CPS needs to continue to receive this information. It is currently available from PEPS, but there is an issue with the interface between these two systems.	PEPS / CPS	Terry Helwig	School	
PEPS does not capture foreign school (schools that have Title IV Aid recipients) demographic information.	PEPS	David Marker	School	
GAPS and FMS receive school demographic data updates at different intervals. This can result in errors being returned from GAPS to multiple systems who send it updates (COD, FMS, etc.)	PEPS / FMS / GAPS / eCB / COD	David Marker	School	



**MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS**  
Data Quality Issues identified to have specific effect on the ability to do and rely upon reports and other analytics.

Issue Description	Affected Systems	Issue Opened By	Affected Entity - Person, Aid, School, Financial Partner	Comments from 6/10 Meeting
Final results of disbursements (Pell Grant File) are not flowing well into the compilation of data used by analysts within FSA and ED to plan and budget for the following year's award cycle. This data needs to be "married-up" better with CPS data to serve this purpose	CPS / COD / ED Analysis	Jeanne Saunders, Paul Hill	Aid	RFMS and GAPS don't match but consensus is that it is usually a timing issue and discrepancies are almost always reconciled. Perhaps a more significant issue is between GAPS and FMSS. Another consideration is that COD is having trouble providing information that CPS is used to getting so it may not be an issue of data quality as much as bumps in implementation of COD (from RFMS)
It is possible that a school will get assigned a temporary serial number to access eCB before their eligibility is determined from PEPS. The Participant Management process will use this temporary number until the school is issued an official OPE ID. Rich Bennet was listed as a possible follow up person.	eCB, PEPS	Heather Burrs	School	TIE TO RID / OPEID ISSUE
Timing Issue: a school that has not gotten acceptance get a temporary serial number. FMS needs to know about this before PEPS says they are eligible. (Jeff Baker and Keith Wilson need to follow up about this issue).	eCB, PEPS	Terry Helwig	School	TIE TO RID / OPEID ISSUE
When FSA staff (PEPS staff in Title IV Operations) make school updates through the system, PEPS does not flag the school record with a "changed" status. This has an effect on systems who pull only "Change Records" from the PEPS Daily School File. (e.g. COD)	PEPS / COD	John Brooks	School	
School data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the school demographic information more than 3 years ago and has not gotten updates since.	DMCS / PEPS	David Marker	School	
School contact information in NSLDS is often not complete or is out-dated.			School	





MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS Spreadsheet reflecting comments from the June 18 Break Out Session. Group was broken into entity groups; Aid, School, Person, Financial Partner.					
Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
HI	There needs to be a simplified, automated process for linking up the final results of disbursements (Pell Grant File) with the applicant data (CPS data) for use by analysts within FSA and ED to plan and budget for the following year's award cycle.		CPS / COD / ED Analysis	Aid	Somewhat tied to # 8
HI	There is no enterprise way to uniquely identify a loan (common Loan ID). Once created, it needs to be tied to a its corresponding institutions, both school and financial (RID), and person (CSID).	All Processes	All	Aid	NCHELP effort underway has industry wide implications
HI	Information about loans held by GAs for collections (defaulted, but not assigned) is not being reported at a high level of accuracy.	SERVICING	Researchers, OMB, GAO, CFO	Institution Eligibility / Servicing	Further, Guaranty Agencies can then transfer all defaulted FFEL loans (loan id, balance, payments made, adjustments, person demographic information, etc) on to DMCS in an ad hoc fashion. A list of approved or rejected new debts is then sent from DMCS back to the GA. This process is different for each GA, resulting in varying levels of quality and completeness for this data.
HI	The Application Process (CPS) would like to receive disbursement updates (COD) as soon as possible (real time desired) for use in the verification and selection process and would like to reduce the number of extraneous communications (ISIRs, etc.) to schools who no longer need information about a student who will not be attending their institution.	Application	CPS / COD	Delivery and Institution Eligibility	Somewhat tied to #1



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Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
HI	It is possible for a FAA to make changes to an applicant's EFC calculation, or other aid influencing data due to extenuating circumstances that cannot be communicated on the FAFSA (e.g. high medical bills or other expenses). These "Professional Judgment" changes are made at the school, but are not reported to FSA. In the case of Pell changes, these are reported to FSA. However, none of the other aid program related changes are reported (DL, FFEL, Perkins, etc.). These changes ought to be captured.	APPLICATION/ Eligibility	CPS	Application	
HI	There is no history of outstanding principle balance for records held in NSLDS. This value would be very useful for research and reporting purposes.		NSLDS	Research and Policy	
HI, QH	DLSS sends a list of accounts payable information to FMS, however there is no error file returned to DLSS indicating whether the payment was processed successfully or errored out.	SERVICING / Repayment	DLSS / FMS	Servicing	
	There is no way to link detailed FFEL loan data to detailed DL loan data based on the "COMMITTED AMOUNT" value contained within a single system.		NSLDS	Research and Policy	
	There continues to be concern around the quality of data, specifically older data stored in DMCS.		DMCS	Research and Policy	



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	DLCS is the only FSA system that keeps track of HEAL loans. DMCS treats these HEAL loans as un-subsidized FFEL loans. Should HEAL have its own loan type within FSA systems? Should there be others in addition to the existing loan types?	SERVICING / Consolidation	DLCS	Servicing	
	Rehabilitated loans, held by Sallie Mae as FISL Loans, are not currently being reported to NSLDS.	All Processes	NSLDS	Research and Policy / Delivery and Institution Participation	ACTION ITEM TO VALERIE SHERRER - What is the scope of this problem - are there a lot of accounts?  Currently working on a process with DMCS to send rehabbed loans back to GA instead of directly to SLMA where they become FISL loans that aren't reported.  Question raised in the 6/18 meeting, "Is this approach of sending back to GA, rather than the single institution (SALLIE) really a cost effective solution?"
	In the CDDTS process, rejected claims are transferred to a servicer (currently AFSA). CDDTS does not report the rejected claim to NSLDS so a borrower would still think that the loan is with the original GA, which they will not be able to get information for, nor will they be able to apply for a new loan until FSA determines where the borrower is in the life cycle.	Application, Oversight	CDDTS, NSLDS		
HI	6/17/03 - For executive dashboard metrics/program analysis, there is currently ability to quantify the loss prevention/fraud prevention resulting from the eligibility match between CPS and NSLDS. There is a need for a methodology to perform this analysis and for reliable figures to report (from Linda Paulsen)	All Processes	All	All	
HI	There is no universal (accepted by FSA and external trading partners) common loan identifier.		All	All	6/17/03 - The group requested the revision of this issue description (it has been revised). FSA is scheduled to meet with NCHELP representation on 6/18/03 on this topic. There is a perception that a common loan identifier may need to be adopted by all Title IV loan participants. The CommonLine ID was one possibility discussed by the group.



MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS Spreadsheet reflecting comments from the June 18 Break Out Session. Group was broken into entity groups; Aid, School, Person, Financial Partner.					
Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
HI	There is no enterprise way to identify a Trading Partner institution (School, Lender, Servicer, GA, etc.) so that data from multiple stores within FSA can be aggregated for viewing or research.			Financial Partner	<p>Some examples of the need for this are:</p> <ul style="list-style-type: none"><li>- COD has identified an issue w/ schools obtaining multiple RID's due to change of affiliations.</li><li>- Temporary, merged or closed school ids (eCB, FMS)</li><li>- Main and branch campus ids</li><li>- Reporting school vs attending school ids</li><li>- Another source of conflict comes from lender assigned ids for borrowers or loans or vs guarantor assigned ids for the same entity at a different time or point in the lifecycle</li><li>- FSA/PIN/NSLDS assigned id for same entity</li><li>- Merged OPEIDs (SAIG)</li></ul> <p>Reporting from COD to FMSS / GAPS can generate errors that result in manual data entry into those systems - resulting in audit trail and integrity issues</p> <p>This also has an impact on the theory of using DUNS number as a universal identifier. However, DUNS also has inconsistencies and quality issues (Brown University has &gt; 20)</p> <p>Timing Issue: a school that has not gotten acceptance gets a temporary serial number. FMS needs to know about this before PEPS says they are eligible. (Jeff Baker and Keith Wilson need to follow up about this issue). 6/17/03 - This issue, with the exception of the portion related to temporary serial numbers, will be dealt with through the implementation of RID.</p>
QH	The FFEL data reported to NSLDS through the GA submitters is not reported at a consistent time interval to enable quality analytics. For example, data comes from multiple GAs at varying times of the month, with varying financial close dates - this makes the picture of FFEL data inconsistent and hard to analyze.	SERVICING	Researchers, OMB, GAO, CFO	Financial Partner	6/17/03 - There may not be a way to arrange for more timely reporting and the group felt that this issue may be resolved through educating data users regarding the feed schedule so that users understand how current or complete data is at any time. There is a need for error reports to be generated when records from FFEL participants fail the identifier match.
LOW	The information fed into FPDM by NSLDS and FMS are often out of sync. They provide snapshots of the same data at different points in time. There is no reconciliation. In addition, if information is in sync it is outdated. This has an impact on the usefulness of the FPDM in program reviews	INSTITUTION PARTICIPATION / Oversight	NSLDS / FPDM / FMS	Financial Partner	<p>Most of the discrepancies are caused by Forms 2000 volume reported by lenders. As a result fewer people are using the FP Data Mart. It is easier to go directly to the original data base to get necessary information ( LAP/LARS, Forms 2000) than to go to NSLDS for same information processed differently. Data mart quality issue is a matter of what Data Mart does with the information when they receive it and what NSLDS does with the information when they receive it. Because of this it is possible to get different information from each source. Another main issue is the time it takes NSLDS to update FFEL information. Resolution must consider a schedule to query information. A question came up as to why the guarantor schedule for reporting seemed to be randomly spread out monthly at different times of the month and quarterly. Answer was that the sheer volume of the information and the time it takes to load requires the spacing in scheduling. This also brought up a new issue on next row. 6/17/03 - This issue may also be resolved through an education process and expectation setting for the data users.</p>



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Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
QH	AMF for GA's: The Account Maintenance Fees for GA's is forecasted. If the actual AMF is higher than the projected then FSA informs the GAs to pay themselves out of the Federal Fund for GAs. We do not have any information regarding how these transactions are reconciled or monitored.	INSTITUTION PARTICIPATION / Partner Application and Oversight	FMS	Financial Partner	6/17/03 - Linda Paulsen is checking to determine what reconciliation/tracking process exists. The group felt that the payments do come out of FMS and are reconciled. The group felt that the manner in which these transactions are tracked, reconciled and monitored should be published in the appropriate Audit guides (internal and external). This would be considered a "quick hit".
LOW	Lender data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the lender demographic information more than 3 years ago and has not gotten updates since.	SERVICING / Collections	DMCS / PEPS	Financial Partner	6/17/03 - This issue should be resolved by requesting the PEPS Daily School file feed. The feed can be provided quickly and easily.
HI	Loans "held" by FSA and serviced by guarantors have data quality issues. A solution is needed to ensure FSA has the most up to date data on these loans	SERVICING / Collections	FMS / NSLDS	Financial Partner	6/17/03 - This is a new issue. The quality of data for these loans is notoriously poor in comparison to loans being serviced by FSA.
LOW	Financial Partner contact information in NSLDS is often not complete or is out-dated.			Financial Partner	6/17/03 - This issue should be resolved through the reengineering or replacement of PEPS and enhanced trading partner data management.
HI	Address information is not consistently managed across the enterprise. This implies the need to share Current Addresses across systems that need this information while allowing systems to maintain multiple addresses for individuals based on business needs.	APPLICATION / SERVICING	CPS (including FOTW), COD, FMS, NSLDS	Person	It was agreed that there should be one place for current address with access to this information across the enterprise and that there was no better information than the most recently provided as current information.  Accurate information is not only for location / mailing / contact purposes but is also for report analysis (e.g., forecasting geographically by region, congressional district, etc.)
HI	There is no current way to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to that student	All Processes	All	Person	Data quality effects ability to do comparative studies at the student level. No real way to marry other forms of AID ( Title III, Trio, Upwardbound) to FSA aid to make program evaluations.



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Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
HI	Factors such as the definition of "married" and "separated" are determined differently by FSA than by the IRS and therefore the value of Total Income and Average Gross Income (AGI) are not the same between these two agencies. This will result in difficulty implementing potential matches / data verification between FSA and IRS.		CPS	Person	
HI	The accuracy and consistency of (Anticipated) Graduation Date information is not high within FSA's systems. The value for this field is initially self reported and then is supposed to be updated by external data providers. This value is important to all phases of the lifecycle.		CPS, COD, NSLDS, CDR Process	Person	
HI	The accuracy and consistency of Enrollment status information is not high within FSA's systems. Examples of the values for this field include Full Time Student, Half-Time Student, Withdrawn, Graduated, etc. These are key indicators for both the servicing, default rate calculations and analytics functions of FSA. If improved, these fields could be used for metrics and research indicating "success" of the loan programs mission.		CPS, COD, NSLDS, CDR Process	Person	
HI	CPS does not do a SSA match for persons passing from DLSS or Participation Management to receive a PIN.	INSTITUTION PARTICIPATION/ Oversight  SERVICING/ Repayment	CPS / PIN	Person	



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Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
HI	Records submitted to FSA systems with incorrect identifiers can result in the creation of an invalid student/borrower. This "first come first serve basis" affects the ease of downstream systems to update the record with the correct identifiers. This can occur at any "entry point" to FSA including CPS, COD, DLCS, DMCS, and NSLDS.	All Processes	CPS, COD, DLCS, DMCS, NSLDS	Person	<p>Per NSLDS conflicts like this have been reduced and there is more matching data provider community. Further, there is a method in place to rectify these discrepancies, it is not a simple task.</p> <p>Question - Is this a process issue or a system issue</p> <p>The highest incidence of this issue is with DMCS updates - these issues might be caused by process (timing) issue and not a system issue</p> <p>One proposed solution is to identify the various touch points across FSA and establish a common identifier (CSID) process for validating / resolving identifier conflicts.</p>
QH	DLSS sends DMCS the list of new defaulted direct loans in a spreadsheet format via diskette and a separate tape of images for the corresponding Pnotes for these files. There is currently no way to reconcile these two files.	REPAYMENT / COLLECTIONS	DLSS / DMCS	Person	It was indicated in the 6/18 meeting that Pnotes are no longer sent to DMCS. However, this interface is being performed via diskette.
QH	There is currently no SSA or INS validation (to verify SSN and citizenship) for Plus Borrowers. This can result in the lending of Title IV funds to an ineligible borrower.	APPLICATION / Eligibility	COD	Person	
	Currently, CPS does not do any "Incarceration" checks during the eligibility business process. There used to be an interface with DOJ, but it is no longer in use.	APPLICATION / Eligibility	CPS	Person	<p>Scope is small amount of accounts +/- 8800. In addition, there are valid reasons why an inmate might apply for loans, but they should not receive until attending.</p> <p>While this is a school compliance issue, and should be up to the schools to verify, it was suggested that FSA follow the current best practice and do a cross check with some agency or database. It was noted, that in the past and in other industry areas, more accounts have been found than were expected. (Borrowers with prison addresses)</p>
	The data interface from CPS to NSLDS (File RD-1499) that contains Student Demographic Information for all transactions processed during the current computing cycle (all since the previous feed) will no longer be exchanged as of 01/04. This information is currently used by ED users through NSLDS.	ELIGIBILITY	CPS / NSLDS	Person	This interface is being discontinued so that access to this information is controlled by the Application system. This action will ensure proper access controls to this data. Submitted to the eCMO team for consideration.



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Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
	There are a number of systems that perform credit checks. If this information were captured and available to the enterprise would it be useful?	DELIVERY	COD	Person	
	Borrower income information is used by multiple systems throughout the enterprise (e.g., CDDTS, DLSS, CPS, etc.) but it is solicited from different parties for each (e.g. Borrower, IRS). Can these be aligned, what are the needs?	SERVICING / Repayment	CDDTS / DLSS	Person	
HI	Tie common Ids to outside sources (outside FSA) for cross program comparisons		All	All	6/18 - Same as issue #3 Basically a RID issue - Work already begun
HI	There is no enterprise way to identify a Trading Partner institution (School, Lender, Servicer, GA, etc.) so that data from multiple stores within FSA can be aggregated for viewing or research.			School	6/10 - Some examples of the need for this are: - COD has identified an issue w/ schools obtaining multiple RID's due to change of affiliations. - Temporary, merged or closed school ids (eCB, FMS) - Main and branch campus ids - Reporting school vs attending school ids - Another source of conflict comes from lender assigned ids for borrowers or loans or vs guarantor assigned ids for the same entity at a different time or point in the lifecycle - FSA/PIN/NSLDS assigned id for same entity - Merged OPEIDs (SAIG)  Reporting from COD to FMSS / GAPS can generate errors that result in manual data entry into those systems - resulting in audit trail and integrity issues  This also has an impact on the theory of using DUNS number as a universal identifier. However, DUNS also has inconsistencies and quality issues (Brown University has > 20)  Timing Issue: a school that has not gotten acceptance get a temporary serial number. FMS needs to know about this before PEPS says they are eligible. (Jeff Baker and Keith Wilson need to follow up about this issue).
HI	GAPS and FMS receive school demographic data updates at different intervals. This can result in errors being returned from GAPS to multiple systems who send it updates (COD, FMS, etc.)	All Processes	PEPS / FMS / GAPS / eCB / COD	School	6/18 - Currently eligibility( HCM 12, Reimbursement, and Stop Pay) is a manual update to GAPS and New school grantee DUNS updates and TIN are in the form of an email to GAPS. FMS gets a daily feed from PEPS but they don't update daily. Constancy of information is the issue - the resolution is to use the PEPS school file and update daily - Synchronize the feed to GAPS and FMS





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Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
HI	NSLDS receives SAIG mailbox identification information from the Participant Management system. In some cases this information is invalid and results in NSLDS trying to send data files to non-existent or invalid mailboxes.	INSTITUTION PARTICIPATION / Oversight	NSLDS, SAIG	School	6/10 - From an SAIG/NSLDS meeting, Keith has forwarded us a list of issues. Please see the spreadsheet X:\Data Strategy\Admin\Issues and Risks\FSA Issues\mtg notes051403.doc for further detail.  The issue is that NSLDS (and COD) need to do a complete refresh of the mailbox IDs as sent by participation management system daily. By not doing the refresh, they attempt to send files to inactive/deleted mailboxes.  Over the past 16 months, this has occurred about 800 times.
HI	There is a theoretical period of elapsed time between an update to a schools' eligibility status (for Title IV eligibility indicators and DL indicators) and other participation information, and when a lender, guarantor or state agency may read the PEPS Weekly School File to check for that schools' eligibility.	INSTITUTION PARTICIPATION / Oversight	PEPS	School	6/18 - Need to require GA and eventually lenders and servicers to automatically pull in the weekly school file from the web - Could be an issue that is currently being worked on by NCHELP Electronic Standards committee
HI	School contact information is critical. School do not provided timely updates. Different systems maintain separate contact information	INSTITUTION PARTICIPATION / Oversight	PEPS, NSLDS	School	6/18 - School compliance issue but not easily enforced by FSA. PEPS should be the central location for all contact information but - NSLDS and DLCS maintain their own set of contacts and DL and Pell information is housed on COD. Also noted that Case may hold updates until verified unnecessarily.(DL or Pell)
QH	School data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the school demographic information more than 3 years ago and has not gotten updates since.	SERVICING / Collections	DMCS / PEPS	School	6/18 - Should use school file - will FTP any time anywhere just need DMCS to specify
QH	It is possible to sign up for SAIG access (batch included) with dummy-id values.	INSTITUTION PARTICIPATION / Oversight	NSLDS, SAIG	School	6/10 - This is an access issue for schools ( usually stop when sanctioned) and lenders ( worse offenders) 6/18 - Access Management/Security Issue - Included in PIN vision.
QH	CPS receives School Demographic and Pell Eligibility information manually - RFMS is no longer sending- CPS needs to continue to receive this information. It is currently available from PEPS, but there is an issue with the interface between these two systems.	ELIGIBILITY	PEPS / CPS	School	6/18 - PEPS Modification is being tested in October and Implemented in January



**MAD DOG DATA QUALITY ISSUES: Consensus Meeting**  
Met to come to consensus on TOP 10 HI Priority and Quick Hit Issues

No.	Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
3	6 votes	There is no enterprise way to uniquely identify a loan (common Loan ID).	All Processes	All	Aid	6/18/03 - The group requested the revision of this issue description (it has been revised). FSA is scheduled to meet with NCHELP representation on 6/18/03 on this topic. There is a perception that a common loan identifier may need to be adopted by all Title IV loan participants. The Common Line ID was one possibility discussed by the group.  Once created, this Loan ID needs to be tied to a its corresponding institutions, both school and financial (RID), as well as person (CSID).
8	4 votes	There is no enterprise way to identify a Trading Partner institution (School, Lender, Servicer, GA, etc.) and their relationships to other entities so that data from multiple stores within FSA can be aggregated for viewing or research.			Financial Partner / School	Some examples of the need for this are: - CMO does not have an Integrated School View for a comprehensive view of pertinent school data. - COD has identified an issue w/ schools obtaining multiple RID's due to change of affiliations. - Temporary, merged or closed school ids (eCB, FMS) - Main and branch campus ids - Reporting school vs attending school ids - Another source of conflict comes from lender assigned ids for borrowers or loans vs guarantor assigned ids for the same entity at a different time or point in the lifecycle - FSA/PIN/NSLDS assigned id for same entity - Merged OPEIDs (SAIG)  Reporting from COD to FMSS / GAPS can generate errors that result in manual data entry into those systems - resulting in audit trail and integrity issues  This also has an impact on the theory of using DUNS number as a universal identifier. However, DUNS also has inconsistencies and quality issues (Brown University has > 20)  Timing Issue: a school that has not gotten acceptance can get a temporary serial number. FMS needs to know about this before PEPS says they are eligible. (Jeff Baker and Keith Wilson need to follow up about this issue). 6/18/03 - This issue, with the exception of the portion related to temporary serial numbers, will be dealt with through the implementation of RID.
11	4 votes	There is no current way to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to that student	All Processes	All	Person	Data quality effects ability to do comparative studies at the student level. No real way to marry other forms of Aid ( Title III, Trio, Upwardbound) to FSA aid to make program evaluations.



**MAD DOG DATA QUALITY ISSUES: Consensus Meeting**  
Met to come to consensus on TOP 10 HI Priority and Quick Hit Issues

No.	Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
20	4 votes	GAPS and FMS receive school id status and eligibility data updates at different intervals. This can result in errors being returned from GAPS to multiple systems who send it updates (COD, FMS, etc.). Effects the ability to draw money	All Processes	PEPS / FMS / GAPS / eCB / COD	School	6/18 - Currently eligibility( HCM 12, Reimbursement, and Stop Pay) is a manual update to GAPS and New school grantee DUNS updates and TIN are in the form of an email to GAPS. FMS gets a daily feed from PEPS but they don't update daily. Consistency of information is the issue - the resolution is to use the PEPS school file and update daily - Synchronize the feed to GAPS and FMS
24	NO LONGER A QUICK HIT - Issue replaced item 12 Received 4 votes	There is currently no SSA or INS validation (to verify SSN and citizenship) for Plus Borrowers. This can result in the lending of Title IV funds to an ineligible borrower.	APPLICATION / Eligibility	COD	Person	
4	3 votes	Information about loans held by GAs for collections (defaulted, but not assigned) is not being reported at a high level of accuracy.	SERVICING	Researchers, OMB, GAO, CFO	Aid/ Financial Partner	Further, Guaranty Agencies can then transfer all defaulted FFEL loans (loan id, balance, payments made, adjustments, person demographic information, etc) on to DMCS in an ad hoc fashion. A list of approved or rejected new debts is then sent from DMCS back to the GA. This process is different for each GA, resulting in varying levels of quality and completeness for this data. 6/18/03 - This is a new issue. The quality of data for these loans is notoriously poor in comparison to loans being serviced by FSA
5	3 votes	The Application Process (CPS) would like to receive disbursement updates (COD) as soon as possible (real time desired) for use in the verification and selection process. This would also reduce the number of extraneous communications (ISIRs, etc.) to schools who no longer need information about a student who will not be attending their institution.	Application	CPS / COD	Aid	Closely tied to #4



**MAD DOG DATA QUALITY ISSUES: Consensus Meeting**  
Met to come to consensus on TOP 10 HI Priority and Quick Hit Issues

No.	Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
6	3 votes	It is possible for a FAA to make changes to an applicant's EFC calculation, or other aid influencing data, due to extenuating circumstances that cannot be communicated on the FAFSA (e.g. high medical bills or other expenses). These changes are made at the school, and except for Pell changes, they are reported to FSA (DL, FFEL, Perkins, etc.). FSA should capture all changes to this information.	APPLICATION/ Eligibility	CPS	Aid	6/25 - Not only Prof. Judge changes but FSA should be apprised of all changes to application data
10	3 votes	Records submitted to FSA systems with incorrect identifiers can result in the creation of an invalid student/borrower. This "first come first serve basis" affects the ease of downstream systems to update the record with the correct identifiers. This can occur at any "entry point" to FSA including CPS, COD, DLCS, DMCS, and NSLDS.	All Processes	CPS, COD, DLCS, DMCS, NSLDS	Person	<p>Per NSLDS, conflicts like this have been reduced and there is more matching data provided by the community. Further, there is a method in place to rectify these discrepancies, it is not a simple task.</p> <p>Duplicate record logic within FSA needs to be updated to allow a student with loans to 2 institutions in the same time period. This occurrence is now very possible due to the distance learning program.</p> <p>The highest incidence of identifier match issues is with DMCS updates - these issues might be caused by process (timing) issue and not a system issue</p> <p>One proposed solution is to identify the various touch points across FSA and establish a common identifier (CSID) process for validating / resolving identifier conflicts.</p>
13	SEE BELOW	The accuracy and consistency of (Anticipated) Graduation Date information is not high within FSA's systems. The value for this field is initially self reported and then is supposed to be updated by external data providers. This value is important to all phases of the lifecycle.		CPS, COD, NSLDS, CDR Process	Person	6/25 - This issue was combined with issue 16



**MAD DOG DATA QUALITY ISSUES: Consensus Meeting**  
Met to come to consensus on TOP 10 HI Priority and Quick Hit Issues

No.	Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
14	3 votes for items 13&14	The accuracy and consistency of Enrollment status information is not high within FSA's systems. Examples of this type of data include Full Time Student, Half Time Student, Withdrawn, Graduated, etc. These are key indicators for both the servicing, default rate calculations and analytics functions of FSA. If improved, these fields could be used for metrics and research indicating "success" of the loan programs mission.		CPS, COD, NSLDS, CDR Process	Person	
7	2 votes	There is no history of outstanding principal balance for records held in NSLDS. This value would be very useful for research and reporting purposes.		NSLDS	Aid	6/25 - Identified that there is also some concern with the validity of the data available and it's freshness
1	2 votes	Metrics for the executive dashboard and program analysis cannot be generated through a common tool set.	All Processes		All	
9	2 votes	Address information is not consistently managed across the enterprise. This implies the need to share Current Addresses across systems that need this information while allowing systems to maintain multiple addresses for individuals based on business needs.	APPLICATION / SERVICING	CPS (including FOTW), COD, FMS, NSLDS	Person	It was agreed that there should be one place for current address with access to this information across the enterprise and that there was no better information than the most recently provided as current information.  Accurate information is not only for location / mailing / contact purposes but is also for report analysis (e.g., forecasting geographically by region, congressional district, etc.)
16	2 votes	There is a theoretical period of elapsed time between an update to a schools' eligibility status (for Title IV eligibility indicators and DL indicators) and other participation information, and when a lender, guarantor or state agency may read the PEPS Weekly School File to check for that schools' eligibility.	INSTITUTION PARTICIPATION / Oversight	PEPS	School	6/18 - Need to require GA and eventually lenders and servicers to automatically pull in the weekly school file from the web - Could be an issue that is currently being worked on by NCHelp Electronic Standards committee



**MAD DOG DATA QUALITY ISSUES: Consensus Meeting**  
Met to come to consensus on TOP 10 HI Priority and Quick Hit Issues

No.	Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
2	1 vote	There needs to be a simplified, automated process for linking up the final results of disbursements (Pell Grant File) with applicant data (CPS data) for use by analysts within FSA and ED to plan and budget for the following year's award cycle.		CPS / COD / ED Analysis	Aid	Closely tied to #7
15	1 vote	CPS does not do a SSA match for persons passing from DLSS or Participation Management to receive a PIN.	INSTITUTION PARTICIPATION/ Oversight  SERVICING/ Repayment	CPS / PIN	Person	
17	1 vote	SAIG system administrators continue to receive emails from the TDN application when NSLDS tries to send data files to non-existent or invalid mailboxes.	INSTITUTION PARTICIPATION / Oversight	NSLDS, SAIG	School	6/10 - From an SAIG/NSLDS meeting, Keith has forwarded us a list of issues. Please see the spreadsheet X:\Data Strategy\Admin\Issues and Risks\FSA Issues\mtg notes051403.doc for further detail.  The issue is that NSLDS (and COD) need to do a complete refresh of the mailbox IDs as sent by participation management system daily. By not doing the refresh, they attempt to send files to inactive/deleted mailboxes.  Over the past 16 months, this has occurred about 800 times.  6/25 - This issue needs to be restated and once revised divided into HI and Quick Hit categories
18	1 vote	School contact information is critical. However, Schools do not provided timely updates and different systems maintain separate contact information.	INSTITUTION PARTICIPATION / Oversight	PEPS, NSLDS	School	6/18 - School compliance issue but not easily enforced by FSA. PEPS should be the central location for all contact information but - NSLDS and DLCS maintain their own set of contacts and DL and Pell information is housed on COD.
19		There is a need to tie common Ids to outside sources (outside FSA) for cross program comparisons		All	All	6/18 - Same as issue #3 Basically a RID issue - Work already begun



MAD DOG DATA QUALITY ISSUES: Consensus Meeting Met to come to consensus on TOP 10 HI Priority and Quick Hit Issues						
No.	Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
21	NO LONGER A QUICK HIT	DLSS sends a list of accounts payable information to FMS, however there is no error file returned to DLSS indicating whether the payment was processed successfully.	SERVICING / Repayment	DLSS / FMS	Aid	6/25 - Currently only COD receives an error file. Group requested that FMS send error files to all systems. Still a high priority but not a Quick Hit
22	QH	DLSS sends DMCS the list of new defaulted direct loans in a spreadsheet format via diskette.	REPAYMENT / COLLECTIONS	DLSS / DMCS	Person	It was indicated in the 6/18 meeting that P-notes are no longer sent to DMCS. However, this interface is being performed via diskette. 6/25 - the DLSS to DMCS transfer is now automated FTP but the DMCS to DLSS flow is still being worked on. Currently the IBM Internal Systems group is reviewing
23	QH	The FFEL data reported to NSLDS by the GA submitters is not reported at a consistent time interval to enable quality analytics. For example, data comes from multiple GAs at varying times of the month, with varying financial close dates; this makes the picture of FFEL data inconsistent and hard to analyze.	SERVICING	Researchers, OMB, GAO, CFO	Financial Partner	6/18/03 - There may not be a way to arrange for more timely reporting and the group felt that this issue may be resolved through educating data users regarding the feed schedule so that users understand how current or complete data is at any time. There is a need for error reports to be generated when records from FFEL participants fail the identifier match. However, in addition to user education, a more frequent (weekly) feed schedule should be considered
25	QH	School data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the school demographic information more than 3 years ago and has not gotten updates since.	SERVICING / Collections	DMCS / PEPS	School	6/18 - DMCS should receive the PEPS school file. PEPS said they can FTP file; they just need DMCS to specify when and where to send it.
26	QH	It is possible to sign up for SAIG access (batch included) with dummy-id values.	INSTITUTION PARTICIPATION / Oversight	NSLDS, SAIG	School	6/10 - This is an access issue for schools ( usually stop when sanctioned) and lenders ( worse offenders) 6/18 - Access Management/Security Issue - Included in PIN vision.



**MAD DOG DATA QUALITY ISSUES: Consensus Meeting**  
Met to come to consensus on TOP 10 HI Priority and Quick Hit Issues

No.	Priority	Issue Description	Channel / Business Process Affected	Affected Systems	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
27	QH	CPS receives School Demographic and Pell Eligibility information manually. There was an interface with RFMS to receive the school data but RFMS is being retired. CPS needs an automated way to continue to receive this information. It is currently available from PEPS, but there is an issue with the interface between these two systems.	ELIGIBILITY	PEPS / CPS	School	6/18 - PEPS Modification is being tested in October and Implemented in January
28	QH	The Account Maintenance Fees (AMF) for GA's is forecasted. If the actual AMF is higher than the projected then FSA informs the GAs to pay themselves out of the Federal Fund for GAs. We do not have any information regarding how these transactions are reconciled or monitored.	INSTITUTION PARTICIPATION / Partner Application and Oversight	FMS	Financial Partner	6/18/03 - Linda Paulsen is checking to determine what reconciliation/tracking process exists. The group felt that the payments do come out of FMS and are reconciled. The group felt that the manner in which these transactions are tracked, reconciled and monitored should be published in the appropriate Audit guides (internal and external). 6/25 - Suggestion from the group that we add VFA Fee Payments and Performance Measures This is still considered a "quick hit".
29	QH	Anomalous names - 13,000 first and last names with numbers in them e.g N1ELSON (L=1 and O=0 zero) This error can prevent record matches				May have been resolved with the NSLDS Data Integrity component from Raytheon
12	REMOVE	Factors such as the definition of "married" and "separated" are determined differently by FSA than by the IRS and therefore the value of Total Income and Average Gross Income (AGI) are not the same between these two agencies. This will result in difficulty implementing potential matches / data verification between FSA and IRS.		CPS	Person	6/25 - This is not an issue that can be resolved by this group at this time It will be removed from subsequent lists





<b>MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS</b> The Top 10 HI priority and Quick Hit Issues have been identified and sub groups created to analyze issues.									
No.	HI Priority	Sub Group	Votes	Issue Description	Channel / Business Process Affected	Affected Systems	Mad Dog Participant Category	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
1			2 votes	Metrics for the executive dashboard and program analysis cannot be generated through a common tool set.	All Processes		All	All	
2			1 vote	There needs to be a simplified, automated process for linking up the final results of disbursements (Pell Grant Recipients) with applicant data (Abbreviated Applicant File) for use by analysts within FSA and ED to plan and budget for the following year's award cycle.		CPS / COD / ED Analysis	Research and Policy / Delivery and Institution Eligibility	Aid	Closely tied to #5
3	XX	David Marker, Linda Paulsen, Valerie Sherrer, Pam Eliadis	6 votes	There is no enterprise way to uniquely identify a loan (common Loan ID).	All Processes	All	Research and Policy / Servicing	Aid	6/18/03 - The group requested the revision of this issue description (it has been revised). FSA is scheduled to meet with NCHelp representation on 6/18/03 on this topic. There is a perception that a common loan identifier may need to be adopted by all Title IV loan participants. The Common Line ID was one possibility discussed by the group.  Once created, this Loan ID needs to be tied to a its corresponding institutions, both school and financial (RID), as well as person (CSID).
4	XX	David Marker, Linda Paulsen	3 votes	Information about loans held by GAs for collections (defaulted, but not assigned) is not being reported at a high level of accuracy.	SERVICING	Researchers, OMB, GAO, CFO	Institution Eligibility / Servicing	Aid/ Financial Partner	Further, Guaranty Agencies can then transfer all defaulted FFEL loans (loan id, balance, payments made, adjustments, person demographic information, etc) on to DMCS in an ad hoc fashion. A list of approved or rejected new debts is then sent from DMCS back to the GA. This process is different for each GA, resulting in varying levels of quality and completeness for this data. 6/18/03 - This is a new issue. The quality of data for these loans is notoriously poor in comparison to loans being serviced by FSA
5	XX	Nate Brown, Rosemary Beavers, Jeanne Saunders	3 votes	The Application business process would like to have access to disbursement updates as soon as possible (real time desired) for use in the verification and selection process. This would also reduce the number of extraneous communications (ISIRs, etc.) to schools who no longer need information about a student who will not be attending their institution.	Application	CPS / COD	Delivery and Institution Eligibility	Aid	Closely tied to #2



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No.	HI Priority	Sub Group	Votes	Issue Description	Channel / Business Process Affected	Affected Systems	Mad Dog Participant Category	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
6	XX	John Brooks, Jeanne Saunders, Ida Mondragon	3 votes	It is possible for a FAA to make changes to an applicant's EFC calculation, or other aid influencing data, due to extenuating circumstances that cannot be communicated on the FAFSA (e.g. high medical bills or other expenses). These changes are made at the school, and except for Pell changes, they are not reported to FSA (DL, FFEL, Perkins, etc.). FSA should capture all changes to this information.	APPLICATION/ Eligibility	CPS	Application	Aid	
7			2 votes	There is no history of outstanding principal balance for records held in NSLDS. This value would be very useful for research and reporting purposes.		NSLDS	Research and Policy	Aid	6/25 - Identified that there is also some concern with the validity of the data available and it's freshness
8	XX	John Brooks, Paul Hill, Mike Sutphin, Matt Fontana	4 votes	There are no means within the enterprise to identify a Trading Partner institution (School, Lender, Servicer, GA, etc.) and their relationships to other entities so that data from multiple stores within FSA can be aggregated for viewing or research.				Financial Partner/School	<p>Some examples of the need for this are:</p> <ul style="list-style-type: none"> <li>- CMO does not have an Integrated School View for a comprehensive view of pertinent school data.</li> <li>- COD has identified an issue w/ schools obtaining multiple RID's due to change of affiliations.</li> <li>- Temporary, merged or closed school ids (eCB, FMS)</li> <li>- Main and branch campus ids</li> <li>- Reporting school vs attending school ids</li> <li>- Another source of conflict comes from lender assigned ids for borrowers or loans vs guarantor assigned ids for the same entity at a different time or point in the lifecycle</li> <li>- FSA/PIN/NSLDS assigned id for same entity</li> <li>- Merged OPEIDs (SAIG)</li> </ul> <p>Reporting from COD to FMSS / GAPS can generate errors that result in manual data entry into those systems - resulting in audit trail and integrity issues</p> <p>This also has an impact on the theory of using DUNS number as a universal identifier. However, DUNS also has inconsistencies and quality issues (Brown University has &gt; 20)</p> <p>Timing Issue: a school that has not gotten acceptance can get a temporary serial number. FMS needs to know about this before PEPS says they are eligible. (Jeff Baker and Keith Wilson need to follow up about this issue). 6/18/03 - This issue, with the exception of the portion related to temporary serial numbers, will be dealt with through the implementation of RID.</p>



<b>MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS</b> The Top 10 HI priority and Quick Hit Issues have been identified and sub groups created to analyze issues.									
No.	HI Priority	Sub Group	Votes	Issue Description	Channel / Business Process Affected	Affected Systems	Mad Dog Participant Category	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
9			2 votes	Address information is not consistently managed across the enterprise. This implies the need to share Current Addresses across systems that need this information while allowing systems to maintain multiple addresses for individuals based on business needs.	APPLICATION / SERVICING	CPS (including FOTW), COD, FMS, NSLDS	Research and Policy / Application / Delivery / Servicing	Person	It was agreed that there should be one place for current address with access to this information across the enterprise and that there was no better information than the most recently provided as current information.  Accurate information is not only for location / mailing / contact purposes but is also for report analysis (e.g., forecasting geographically by region, congressional district, etc.)
10	XX	David Marker, Pam Eliadis, Larry Parker	3 votes	Records submitted to FSA systems with incorrect identifiers can result in the creation of an invalid student/borrower. This "first come first serve basis" affects the ease of downstream systems to update the record with the correct identifiers. This can occur at any "entry point" to FSA including CPS, COD, DLCS, DMCS, and NSLDS.	All Processes	CPS, COD, DLCS, DMCS, NSLDS	Research and Policy / Delivery and Institution Participation	Person	Per NSLDS, conflicts like this have been reduced and there is more matching data provided by the community. Further, there is a method in place to rectify these discrepancies, it is not a simple task.  Duplicate record logic within FSA needs to be updated to allow a student with loans to 2 institutions in the same time period. This occurrence is now very possible due to the distance learning program.  The highest incidence of identifier match issues is with DMCS updates - these issues might be caused by process (timing) issue and not a system issue  One proposed solution is to identify the various touch points across FSA and establish a common identifier (CSID) process for validating / resolving identifier conflicts
11	XX	John Brooks, Jeanne Saunders, Dwight Vigna, Allen Prodgers, Larry Parker	4 votes	There is no ability to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to that student	All Processes	All	All	Person	Data quality effects ability to do comparative studies at the student level. No real way to marry other forms of AID ( Title III, Trio, Upwardbound) to FSA aid to make program evaluations.
12			REMOVED FROM VOTING PROCESS	Factors such as the definition of "married" and "separated" are determined differently by FSA than by the IRS and therefore the value of Total Income and Average Gross Income (AGI) are not the same between these two agencies. This will result in difficulty implementing potential matches / data verification between FSA and IRS.		CPS	Research and Policy	Person	6/25 - This is not an issue that can be resolved by this group at this time It will be removed from subsequent lists
13			SEE BELOW	The accuracy and consistency of (Anticipated) Graduation Date information is not high within FSA's systems.		CPS, COD, NSLDS, CDR Process	Research and Policy	Person	6/25 - This issue was combined with issue 14



<b>MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS</b> The Top 10 HI priority and Quick Hit Issues have been identified and sub groups created to analyze issues.									
No.	HI Priority	Sub Group	Votes	Issue Description	Channel / Business Process Affected	Affected Systems	Mad Dog Participant Category	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
14	XX	Rhonda Singleton, Allen Producers, Dwight Vigna	3 votes for items 13&14	The accuracy and consistency of Enrollment status information is not high within FSA's systems. Examples of the values for this field include Full or Half-Time Student, Withdrawn, Graduated, Graduation Date etc. The values for some fields may be initially self reported prior to being confirmed/verified by external data providers. This value is important to all phases of the lifecycle. These are key indicators for servicing, default rate calculations and analytic functions of FSA. If improved, these fields could be used for metrics and research indicating "success" of the loan programs mission.		CPS, COD, NSLDS, CDR Process	Research and Policy	Person	
15			1 vote	CPS does not do a SSA match for persons passing from DLSS or Participation Management to receive a PIN.	INSTITUTION PARTICIPATION/ Oversight SERVICING/ Repayment	CPS / PIN	Application / Servicing	Person	
16			2 votes	It is possible for a period of time to elapse between an update to a schools' eligibility status (for Title IV eligibility indicators and DL indicators) and other participation information, and when a lender, guarantor or state agency may read the PEPS Weekly School File to check for that schools' eligibility.	INSTITUTION PARTICIPATION / Oversight	PEPS	Delivery and Institution Participation	School	6/18 - Need to require GA and eventually lenders and servicers to automatically pull in the weekly school file from the web - Could be an issue that is currently being worked on by NCHELP Electronic Standards committee



**MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS**  
The Top 10 HI priority and Quick Hit Issues have been identified and sub groups created to analyze issues.

No.	HI Priority	Sub Group	Votes	Issue Description	Channel / Business Process Affected	Affected Systems	Mad Dog Participant Category	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
17			1 vote	SAIG system administrators continue to receive emails from the TDN application when NSLDS tries to send data files to non-existent or invalid mailboxes.	INSTITUTION PARTICIPATION / Oversight	NSLDS, SAIG	Delivery and Institution Eligibility	School	6/10 - From an SAIG/NSLDS meeting, Keith has forwarded us a list of issues. Please see the spreadsheet X:\Data Strategy\Admin\Issues and Risks\FSA Issues\mtg notes051403.doc for further detail.  The issue is that NSLDS (and COD) need to do a complete refresh of the mailbox IDs as sent by participation management system daily. By not doing the refresh, they attempt to send files to inactive/deleted mailboxes.  Over the past 16 months, this has occurred about 800 times.  6/25 - This issue needs to be restated and once revised divided into HI and Quick Hit categories  6/27 - Email from Greg James states - 'NSLDS receives a full set of SAIG mailbox identification information from the PM system nightly. It seems as though NSLDS/COD/CSB do not use this file as their sole source of mailbox IDs and as a result periodically send files to non existant/ inactive mailboxes that are not included in the participant files which Participation Management sends to any of the application systems nightly. This issue has lessened as of late, but Participation Management still notices a few examples of this, primarily from EDS - 'Direct Loan Origination'
18			1 vote	School contact information is critical. However, Schools do not provided timely updates and different systems maintain separate contact information.	INSTITUTION PARTICIPATION / Oversight	PEPS, NSLDS	Institution Participation	School	6/18 - School compliance issue but not easily enforced by FSA. PEPS should be the central location for all contact information but - NSLDS and DLCS maintain their own set of contacts and DL and Pell information is housed on COD.
19				There is a need to tie common Ids to outside sources (outside FSA) for cross program comparisons		All	Research and Policy	All	6/18 - Same as issue #3 Basically a RID issue - Work already begun
20	XX	John Brooks, Kitty Wooley, Tony Laing	4 votes	GAPS and FMS receive school id status and eligibility data updates at different intervals. This can result in errors being returned from GAPS to multiple systems that send it updates (COD, FMS, etc.). This impacts the schools ability to draw money in GAPS.	All Processes	PEPS / FMS / GAPS / eCB / COD	Delivery	School	6/18 - Currently eligibility( HCM 12, Reimbursement, and Stop Pay) is a manual update to GAPS and New school grantee DUNS updates and TIN are in the form of an email to GAPS. FMS gets a daily feed from PEPS but they don't update daily. Consistency of information is the issue - the resolution is to use the PEPS school file and update daily - Synchronize the feed to GAPS and FMS
21	XX	Rhonda Singleton, Linda Paulsen, Jay Hurt	HI	Currently FMS only sends error files, regarding internal system interfaces, to COD. While FMS does capture errors in its processing regarding all system interfaces, these errors are not returned via a conventional return file process.	SERVICING / Repayment	DLSS / FMS	Servicing	Aid	6/25 - Currently only COD receives an error file. Group requested that FMS send error files to all systems. Still a high priority but not a Quick Hit



<b>MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS</b> The Top 10 HI priority and Quick Hit Issues have been identified and sub groups created to analyze issues.									
No.	HI Priority	Sub Group	Votes	Issue Description	Channel / Business Process Affected	Affected Systems	Mad Dog Participant Category	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
22				DMCS sends DLSS the list of new defaulted direct loans in a spreadsheet format via diskette.	REPAYMENT / COLLECTIONS	DLSS / DMCS	Servicing	Person	It was indicated in the 6/18 meeting that P-notes are no longer sent to DMCS. However, this interface is being performed via diskette. 6/25 - the DLSS to DMCS transfer is now automated FTP but the DMCS to DLSS flow is still being worked on. Updated the description to reflect the revised issue. Currently another contractor is reviewing this process.
23		Rhonda Singleton, Pam Eliadis, Valerie Sherrer	QH	The FFEL data reported to NSLDS by the GA submitters is not reported at a consistent time interval to enable quality analytics. For example, data comes from multiple GAs at varying times of the month, with varying financial close dates; this makes the picture of FFEL data inconsistent and hard to analyze. This process, and its impact on the usage and/or analysis of this data, needs to be better communicated to FSA data users.	SERVICING	Researchers, OMB, GAO, CFO	Research and Policy / Institution Eligibility	Financial Partner	6/18/03 - There may not be a way to arrange for more timely reporting and the group felt that this issue may be resolved through educating data users regarding the feed schedule so that users understand how current or complete data is at any time. There is a need for error reports to be generated when records from FFEL participants fail the identifier match. However, in addition to user education, a more frequent (weekly) feed schedule should be considered
24	XX	Nate Brown, Rosemary Beavers, Jeanne Saunders	NO LONGER A QUICK HIT Issue replaced item 12 Received 4 votes	There is currently no SSA or INS validation (to verify SSN and citizenship) for Plus Borrowers. This can result in the lending of Title IV funds to an ineligible borrower.	APPLICATION / Eligibility	COD	Delivery and Institution Participation	Person	
25		John Brooks, Steve Martus	QH	School data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the school demographic information more than 3 years ago and has not gotten updates since.	SERVICING / Collections	DMCS / PEPS	Servicing	School	6/18 - DMCS should receive the PEPS school file. PEPS said they can FTP file; they just need DMCS to specify when and where to send it.



MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS The Top 10 HI priority and Quick Hit Issues have been identified and sub groups created to analyze issues.									
No.	HI Priority	Sub Group	Votes	Issue Description	Channel / Business Process Affected	Affected Systems	Mad Dog Participant Category	Affected Entity - Person, Aid, School, Financial Partner	Comments from Previous Meetings
26		John Brooks, Keith Wilson, Nina Colon	QH	It is possible to sign up for SAIG access (batch included) with dummy id values.	INSTITUTION PARTICIPATION / Oversight	NSLDS, SAIG	Research and Policy / Delivery and Institution Eligibility	School	6/10 - This is an access issue for schools ( usually stop when sanctioned) and lenders ( worse offenders) 6/18 - Access Management/Security Issue - Included in PIN vision. 6/27 - Greg James advises - 'A Destination Point Administrator ( DPA ) can sign up for access using dummy-id values when the previous DPA has left the organization and their authentication information is unknown to the new DPA. The new DPA has a maximum of 15 business days to submit the required page that authorizes them by the institution to be the DPAotherwise the services for that TG number is cancelled. Beginning with the 04/05 processing cycle, a foreign school DPA will be able to sign up for the SAIG access ( via the paper process only) using a pseudo ssn ( prefix with and "F" and a computer generated sequentia; number beginning with 00000001) assigned by Participation Management. They must also follwo the required information and follow the established procedures, e.g mothers maiden name and date of birth'
27			NO LONGER A QUICK HIT	CPS receives School Demographic and Pell Eligibility information manually. There was an interface with RFMS to receive the school data but RFMS is being retired. CPS needs an automated way to continue to receive this information. It is currently available from PEPS, but there is an issue with the interface between these two systems.	ELIGIBILITY	PEPS / CPS	Delivery and Institution Participation	School	6/18 - PEPS Modification is being tested in October and Implemented in January 6/25 - Concern was raised regarding the gap between the time RFMS goes down (August) and when the new process is implemented (January) 7/15 - From Angie Iwanicki we learned that - 'Beginning Jan 2004 with 04/05 processing cycle start up, the Federal School Code (FSC) file will be updated using data directly from PEPS. During 04/05 processing cycle requirements phase, the CPS staff met with the PEPS staff to develop requirements to update the FSC file nightly with the PEPS file. This will assure that school demographic and eligibility information is received at the CPS in a timely manner'
28			QH	The Account Maintenance Fees (AMF) for GA's is forecasted. If the actual AMF is higher than the projected then FSA informs the GAs to pay themselves out of the Federal Fund for GAs. We do not have any information regarding how these transactions are reconciled or monitored. This includes VFA Fee Payments as well as Performance Measures.	INSTITUTION PARTICIPATION / Partner Application and Oversight	FMS	Delivery and Institution Eligibility	Financial Partner	6/18/03 - Linda Paulsen is checking to determine what reconciliation/tracking process exists. The group felt that the payments do come out of FMS and are reconciled. The group felt that the manner in which these transactions are tracked, reconciled and monitored should be published in the appropriate Audit guides (internal and external). 6/25 - Per the group we added VFA Fee Payments and Performance Measures to the issue but it remains a "quick hit".
29			QH	Anomalous names - 13,000 first and last names with numbers in them e.g. N1ELSON (L=1 and O=0 zero) This error can prevent record matches					May have been resolved with the NSLDS Data Integrity component from Raytheon 7/10 – NSLDS is aware of the issue and that the edits will not filter out numbers. They are currently analyzing.